

INDICADOR	Tecnología	FORMULA	META	DEPARTAMENTO	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SET	OCT	NOV	DIC
Tasa de intentos No establecidos		Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao) - Conexión Directa	≤3.0%	Red	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Tasa de llamadas interrumpidas	Conexión Directa	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao) - Conexión Directa	≤2.0%	Red	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Tasa de intentos no establecidos	Telefonía PCS	Número de Intentos No Establecidos / Total de Intentos (por departamento y la provincia constitucional del Callao)	≤3.0%	AMAZONAS	2.99%	0.39%	0.05%	0.03%	0.23%	0.18%	0.27%	0.70%	0.32%	0.54%	0.29%	0.22%
				ANCASH	0.40%	0.94%	2.72%	1.10%	0.95%	0.79%	0.49%	0.91%	0.55%	0.26%	0.38%	0.25%
				APURIMAC	0.02%	0.04%	1.38%	0.04%	0.03%	0.02%	0.03%	1.40%	0.03%	0.92%	0.41%	0.31%
				AREQUIPA	0.51%	0.13%	0.24%	0.53%	0.82%	0.74%	0.35%	1.41%	0.47%	0.62%	0.91%	0.25%
				AYACUCHO	0.07%	0.08%	0.67%	3.43%	0.09%	0.08%	0.87%	0.79%	1.36%	1.05%	0.59%	0.94%
				CAJAMARCA	0.45%	2.82%	0.45%	0.20%	0.25%	0.93%	0.36%	2.34%	0.49%	0.40%	0.84%	0.49%
				CUSCO	0.26%	0.55%	0.68%	1.04%	0.39%	0.88%	0.36%	0.26%	0.17%	0.61%	0.21%	0.37%
				HUANCAVELICA	0.02%	0.01%	0.02%	0.03%	0.02%	0.10%	1.18%	3.59%	0.22%	0.11%	0.72%	0.03%
				HUANUCO	0.05%	0.04%	0.38%	0.68%	1.05%	0.36%	0.22%	0.25%	0.78%	0.09%	0.32%	0.13%
				ICA	0.37%	0.45%	0.74%	0.37%	0.25%	0.34%	0.31%	2.23%	2.01%	1.63%	1.39%	2.78%
				JUNÍN	0.30%	0.79%	0.68%	0.46%	0.98%	0.60%	0.63%	1.06%	0.59%	1.34%	3.32%	0.19%
				LA LIBERTAD	0.32%	0.41%	4.56%	1.33%	0.93%	1.01%	0.63%	1.16%	1.19%	0.60%	0.51%	0.58%
				LAMBAYEQUE	1.42%	1.01%	0.77%	0.65%	0.40%	0.54%	0.26%	0.19%	0.49%	0.89%	0.34%	1.64%
				LIMA	0.25%	0.28%	0.40%	0.35%	0.27%	0.46%	0.35%	2.13%	1.92%	0.73%	0.40%	0.39%
				LORETO	1.58%	0.37%	0.80%	0.22%	0.96%	0.37%	0.29%	1.36%	2.02%	1.53%	0.39%	0.22%
				MADRE DE DIOS	0.07%	0.36%	0.11%	0.53%	0.49%	0.05%	0.46%	0.05%	0.55%	0.33%	1.33%	0.15%
				MOQUEGUA	0.03%	0.05%	0.03%	0.02%	0.03%	0.43%	0.03%	0.03%	0.04%	0.07%	0.07%	0.04%
				PASCO	0.03%	0.06%	0.16%	1.24%	1.20%	0.05%	0.05%	0.65%	3.32%	0.08%	0.03%	0.45%
				PIURA	0.42%	1.81%	1.56%	1.68%	1.82%	0.90%	1.92%	0.88%	0.90%	1.15%	0.41%	0.38%
				PUNO	0.05%	0.05%	0.08%	0.11%	2.21%	0.15%	0.24%	0.36%	0.55%	1.02%	3.46%	1.37%
SAN MARTIN	0.35%	0.29%	0.39%	0.36%	0.61%	2.58%	2.20%	0.39%	0.64%	6.91%	1.02%	0.29%				
TACNA	0.03%	0.29%	0.05%	0.02%	0.03%	0.03%	0.04%	0.04%	0.40%	0.74%	1.42%	0.04%				
TUMBES	0.97%	1.11%	1.18%	0.12%	0.24%	0.19%	0.15%	3.66%	0.38%	0.45%	0.36%	1.71%				
UCAYALI	0.23%	0.12%	0.59%	0.65%	1.11%	2.11%	1.13%	3.38%	0.73%	1.84%	3.17%	4.87%				
Tasa de llamadas interrumpidas	Telefonía PCS	Número de Llamadas Interrumpidas del Total de Llamadas Establecidas (por departamento y la Provincia Constitucional del Callao)	≤2.0%	AMAZONAS	0.78%	0.47%	0.41%	0.41%	0.48%	0.50%	0.57%	0.75%	0.78%	0.70%	0.69%	0.67%
				ANCASH	0.33%	0.41%	0.65%	0.52%	0.50%	0.54%	0.51%	0.54%	0.43%	0.44%	0.44%	0.50%
				APURIMAC	0.28%	0.30%	0.51%	0.32%	0.34%	0.34%	0.37%	1.04%	0.41%	0.65%	0.92%	0.73%
				AREQUIPA	0.53%	0.57%	0.43%	0.82%	0.77%	0.47%	0.45%	0.84%	0.45%	0.54%	0.78%	0.51%
				AYACUCHO	0.52%	0.59%	0.66%	1.22%	0.80%	0.72%	0.67%	0.84%	0.85%	0.92%	0.88%	0.93%
				CAJAMARCA	0.78%	0.91%	0.75%	0.83%	0.87%	0.89%	0.96%	1.02%	1.01%	1.04%	0.99%	0.95%
				CUSCO	0.71%	1.16%	1.50%	1.10%	1.12%	1.36%	1.11%	0.77%	0.88%	0.84%	0.78%	1.46%
				HUANCAVELICA	0.29%	0.37%	0.31%	0.35%	0.35%	0.36%	0.50%	1.01%	0.45%	0.45%	0.52%	0.44%
				HUANUCO	0.36%	0.39%	0.49%	0.60%	0.61%	0.54%	0.47%	0.46%	0.48%	0.46%	0.49%	0.45%
				ICA	0.43%	0.43%	0.47%	0.46%	0.48%	0.54%	0.54%	0.53%	0.55%	0.44%	0.50%	0.65%
				JUNÍN	0.43%	0.45%	0.57%	0.60%	0.67%	0.54%	0.51%	0.56%	0.54%	0.58%	0.69%	0.48%
				LA LIBERTAD	0.41%	0.43%	0.87%	0.59%	0.54%	0.56%	0.55%	0.56%	0.56%	0.51%	0.53%	0.52%
				LAMBAYEQUE	0.51%	0.45%	0.58%	0.51%	0.46%	0.50%	0.47%	0.50%	0.50%	0.63%	0.70%	0.77%
				LIMA	0.41%	0.40%	0.43%	0.44%	0.43%	0.46%	0.49%	0.51%	0.50%	0.46%	0.42%	0.43%
				LORETO	0.45%	0.39%	0.37%	0.34%	0.37%	0.38%	0.42%	0.48%	0.50%	0.48%	0.40%	0.44%
				MADRE DE DIOS	0.44%	0.96%	0.53%	1.28%	1.12%	0.52%	1.36%	0.54%	1.45%	1.09%	1.84%	0.71%
				MOQUEGUA	0.24%	0.43%	0.23%	0.23%	0.23%	0.85%	0.28%	0.28%	1.01%	0.36%	1.65%	0.62%
				PASCO	0.43%	0.45%	0.45%	0.53%	0.49%	0.50%	0.51%	0.59%	0.65%	0.56%	0.55%	0.54%
				PIURA	0.40%	0.55%	0.57%	0.68%	0.66%	0.64%	0.55%	0.53%	0.57%	0.59%	0.53%	0.47%
				PUNO	0.33%	0.36%	0.36%	0.36%	1.24%	0.42%	0.38%	0.44%	0.47%	1.09%	1.56%	1.22%
SAN MARTIN	0.75%	0.78%	0.78%	0.77%	0.86%	1.09%	1.04%	0.84%	0.91%	1.26%	0.93%	0.87%				
TACNA	0.23%	0.23%	0.22%	0.21%	0.24%	0.24%	0.25%	0.30%	0.41%	0.53%	0.51%	0.26%				
TUMBES	0.45%	0.38%	0.46%	0.39%	0.50%	0.49%	0.43%	0.68%	0.44%	0.38%	0.41%	0.45%				
UCAYALI	0.50%	0.46%	0.48%	0.60%	0.53%	0.53%	0.54%	0.63%	0.56%	0.65%	0.58%	0.54%				

SERVICIO: Telefonía de uso público (TUPS)

INDICADOR	FORMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SET	OCT	NOV	DIC
Tasa de reparaciones TUPS	Averías reparadas en <24 hrs. del total de reportadas y detectadas	<24 Hrs 80%	100 %	100 %	100 %	100 %	100 %	100 %	100%	100%	100%	100%	100%	100%

SERVICIO: Servicio de acceso a Internet

INDICADOR	FORMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SET	OCT	NOV	DIC
Tasa de incidencia de falla Internet Móvil	Averías reportadas/líneas en servicio	≤2%	0.79 %	0.80 %	1.06 %	0.92 %	0.84 %	0.77 %	0.88 %	1.12 %	1.07 %	1.15 %	1.55 %	1.23 %
	Averías reparadas del total de averías	<24 Hrs	77.5 2%	25.8 1%	75.7 1%	83.7 4%	83.3 6%	78.16 %	76.58 %	72.57 %	71.35 %	76.45 %	75.86 %	83.16 %
Tasa de Ocupación de Enlaces			<a href="http://internet.entel.net.pe/Orion/SummaryView.aspx">http://internet.entel.net.pe/Orion/SummaryView.aspx</a>											
Tasa de Transferencia de Datos			<a href="http://speedtest.entel.net.pe/">http://speedtest.entel.net.pe/</a>											

SERVICIO: Servicio de Telefonía Fija

INDICADOR	FORMULA	META	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SET	OCT	NOV	DIC
Tasa de incidencia de falla Internet Móvil	Averías reportadas/líneas en servicio	≤2%	0.17 %	0.09 %	0.13 %	0.19 %	0.21 %	0.19 %	0.24 %	0.23 %	0.26 %	0.17 %	0.26 %	0.15 %
	Averías reparadas del total de averías	<24 Hrs	42.5 6%	29.0 3%	40.5 %	55.0 %	64.1 %	69.5 %	63.0 %	63.23 %	32.46 %	56.25 %	70.67 %	74.42 %
Respuesta de Operadora	RO Tramo 1	≤40 seg. 85%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
	Ro Tramo 2	≤20 seg. 85%	96.7 2%	90.2 2%	89.7 6%	90.3 4%	85.6 6%	91.96 %	94.44 %	89.50 %	94.59 %	95.15 %	88.19 %	90.59 %